

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**COORDINATOR OF FIELD SERVICES
PLANNING AND DEVELOPMENT DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs administrative, professional and technical work in managing the City's housing rehabilitation program and redevelopment projects. Employee reports to the Community Development Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for supervising and administering housing rehabilitation and redevelopment projects for the City. Work involves designing and modifying program guidelines and materials. Work also involves overseeing operations that relate to rehabilitation and redevelopment projects such as application processing, review and approval; bid and contract preparation; construction; inspections; real property acquisition; relocation of displaced persons, etc. Supervision is exercised over a professional and clerical staff. In addition, the position serves as advisor to the City Council. Extensive independent judgment and initiative must be exercised in developing long- and short-range plans for the City's rehabilitation program and redevelopment programs. Tact and courtesy are required in frequent dealings with subordinate employees, associated agencies and the general public. Work is performed with considerable independence with broad objectives established as guidelines. Work is performed under limited supervision of the Community Development Director and is evaluated through assessment of the efficiency of rehabilitation and redevelopment operations.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Maintains up-to-date knowledge of City rehabilitation and redevelopment activities; serves as advisor to City Council and other City officials.

Supervises the activities of a technical and clerical staff.

Oversees the preparation and obtaining of appropriate permits, ensuring compliance with appropriate rules, regulations, legislation and laws.

Oversees the establishment and maintenance of records and files; prepares regular and special reports, correspondence, and records.

Oversees rehabilitation and redevelopment contracts; obtains bids; prepares contracts; and oversees work performance.

Advises homeowners, investors and others regarding rehabilitation; resolves conflicts between homeowners and contractors; responds to inquiries from the general public.

COORDINATOR OF FIELD SERVICES

Organizes activities related to the acquisition of real property; procures appropriate survey, appraisal and legal services; recommends real property acquisitions to the City Council; negotiates property purchases; oversees maintenance of acquired properties; notifies interested agencies and individuals as to the sale of property.

Directs and oversees the collection of rents and permit fees.

Makes oral presentations on renovation and rehabilitation before various community groups; explains the redevelopment process; attends City Council meetings to provide input; attends various professional meetings and conferences.

Maintains up-to-date knowledge of laws and regulations that pertain to redevelopment and rehabilitation.

ADDITIONAL JOB FUNCTIONS

Performs related work assignments as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the principles and practices of City rehabilitation and redevelopment projects.

Considerable knowledge of the principles and practices of Community Development application.

Considerable knowledge of construction materials and techniques.

Considerable knowledge of the principles and practices of credit and finance.

Considerable knowledge of the principles and practices of real estate sales, management and appraisal.

Considerable knowledge of the principles and practices of contracting for professional, technical, and construction services.

Considerable knowledge of the geographical layout of the City.

General knowledge of governmental programs, laws, grants and services pertinent to rehabilitation, redevelopment and community development.

General knowledge of the environmental and socioeconomic implications of the planning processes.

General knowledge of research techniques and reporting methods.

Working knowledge of basic accounting principles and practices.

Skill in the collection, analysis and presentation of technical data recommendations.

Ability to read and interpret electrical, plumbing, and building codes.

Ability to design instructional and promotional documents.

Ability to express ideas effectively orally and in writing.

Ability to communicate effectively with a variety of people at all socioeconomic levels.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

COORDINATOR OF FIELD SERVICES

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree in business administration, urban planning, public administration or a related field and 3 to 5 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Salary Grade 22
Exempt